



Position Description

LEAD ACCOUNTING AND CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Assigned to the Finance or Cable Television Department, this position oversees all operations involving testing, implementation, and use of billing integrated products, including integration of new software additions, paraprofessional accounting, administrative and technical duties, customer account management, internal audit and controls, financial analysis, budget preparation, overseeing special projects, purchasing, and related work as assigned.

SUPERVISION RECEIVED

Depending upon assignment, work is performed under the general supervision of the Financial Services Manager, Accounting Manager, or the CATV Business Manager.

SUPERVISOR EXERCISED

Provides technical and functional indirect supervision over customer service staff.

DISTINGUISHING CHARACTERISTICS

This position is distinguished from other Accounting and Customer Service Representative positions in that it requires specialized experience and knowledge of established system procedures and techniques to assist in the maintenance of customer accounts, and financial systems. When assigned to Cable Television, this position may require after hours support for the technical staff and answering service as assigned. This is a Fair Labor Standards Act (FLSA) non-exempt position.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Provide and maintain excellent customer service when responding to inquiries on the telephone and in person, researching account status, billings, collections, adjustments and product information; reconciling bank accounts; maintaining ledger of customer deposits/refunds; explaining department and City procedures and policies; assisting customers/vendors with information about available services.

Oversee and manage maintenance of billing and customer account management systems; perform billing system updates and maintenance as necessary; program rate changes in billing system for services and packages.

Support management staff with clerical, technical, and administrative office functions within the assigned department, including large complex accounting projects, research payments, contracts, agreements, and leases.

Review appropriate written materials to stay current on billing system maintenance and operations.

Purchase general office supplies, compare prices, track inventory.

Perform other duties as assigned.

Duties which are specific to the Cable Television Department:

Perform initial startup, upgrades and downgrades, and provide customer education regarding all broadband services including cable television, internet, and phone services. Make recommendations to customers and sell service products according to customer needs while considering features, accessories, upgrades, and rate plans.

Develop and maintain training manual(s) for billing system procedures; draft training documentation for specific functions related to the billing system operations for use as a reference to develop procedures and training, including training staff on all billing system matters.

Provide billing system assistance for technicians and answering service staff.

Provide subscriber reports for analysis as assigned.

Maintain website with current information.

Duties which are specific to the Finance Department:

Monitor transactions in the utility billing, business tax and cashiering software systems and coordinate improvements with staff and database administrator.

Provide oversight for the entire utility billing process including ensuring the correct billing rates, statements, and notification process for all customers is completed timely and accurately.

Act as the Utility Billing point of contact for escalated customer service issues and provide effective resolution to customer issues and inquiries.

PERIPHERAL DUTIES

Report for work at any time in event of disaster or other emergency situation. Serve as a member of various employee committees. Attend seminars and workshops related to duties and responsibilities.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of accounting, bookkeeping and auditing; methods, practice and terminology used in municipal accounting; principles and practices of computers and financial software; accounting systems and data processing interrelationships; modern office practices, methods and equipment; billing systems, products, provisioning and services;.

Ability to:

Read, comprehend and interpret laws and regulations regarding governmental fiscal operations; analyze and interpret financial and accounting records and develop effective course of action; interact and interface with computer software and hardware vendors and/or technical support staff relating to effective operation of computer technologies; learn and effectively use accounting systems to store and retrieve data; examine, verify and prepare financial information; prepare clear and concise reports and training manuals; recommend improvements in operations, procedures, or methods; work effectively, through tact and diplomacy, with those contacted in the course of work; communicate clearly and concisely, both orally and in writing; supervise subordinate employees effectively if so assigned.

EDUCATION AND EXPERIENCE

Graduation from high school or equivalent; and

Two (2) years experience as an Accounting & Customer Service Representative III

An Associate of Arts degree with course work in accounting, business, computer technology or closely related field is highly desirable.

TOOLS AND EQUIPMENT USED

Personal computer including word processing and spreadsheet software, central accounting mainframe, cable television mainframe, telephone, 10-key calculator, fax, copy machine, typewriter, printers, postal meters, and motor vehicle.

LICENSE REQUIRED

Possession of and ability to maintain a valid California Driver's License.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, and hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent generally works in an office setting, but is sometimes required to make trips to other locations away from the office.

The noise level in the work environment is usually quiet. Work environment requires working in a public setting and interacting with members of the public.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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